SJS 44 (Rev. 12/07, NJ 5/08)

#### **CIVIL COVER SHEET**

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

I. (a) PLAINTIFFS		DEFENDANTS				
ELIZABETH GAIL LA	ATRECHIANO		NCO FINANCIAL SYSTEMS, INC.			
ELIZABETH GAIL LA	ATRECHIANO	NCO FINANCIA	NCO FINANCIAL STOTEMS, INC.			
(b) County of Residence	of First Listed Plaintiff	County of Residence o	f First Listed Defendant			
(c) Attorney's (Firm Na	me, Address, Telephone Number and Email Add	lress)	COMPENDATION CARES HE	IF THE LOCATION OF THE		
Craig Thor Kimmel, E	equire		D CONDEMNATION CASES, US NVOLVED.	SE THE LOCATION OF THE		
Kimmel & Silverman,						
30 E. Butler Pike		Attorneys (If Known)				
Ambler, PA 19002		_				
(215) 540-8888 II. BASIS OF JURISD	OICTION (Place an "X" in One Box Only)	III. CITIZENSHIP OF P	RINCIPAL PARTIES	Place an "X" in One Box for Plaintiff		
	*	(For Diversity Cases Only)		and One Box for Defendant)		
U.S. Government Plaintiff	3 Federal Question (U.S. Government Not a Party)	Citizen of This State				
2 U.S. Government	☐ 4 Diversity	Citizen of Another State				
Defendant	(Indicate Citizenship of Parties in Item III)		of Business In A	Another State		
		Citizen or Subject of a Foreign Country	3	□ 6 □ 6		
IV. NATURE OF SUI	T (Place an "X" in One Box Only)	roleigh Country				
CONTRACT	TORTS	FORFEITURE/PENALTY	BANKRUPTCY	OTHER STATUTES		
☐ 110 Insurance ☐ 120 Marine	PERSONAL INJURY PERSONAL INJUR  □ 310 Airplane □ 362 Personal Injury	e e	☐ 422 Appeal 28 USC 158 ☐ 423 Withdrawal	☐ 400 State Reapportionment ☐ 410 Antitrust		
☐ 130 Miller Act	☐ 315 Airplane Product Med. Malpractic	e 🗖 625 Drug Related Seizure	28 USC 157	☐ 430 Banks and Banking		
☐ 140 Negotiable Instrument☐ 150 Recovery of Overpayment☐	Liability	1 3	PROPERTY RIGHTS	☐ 450 Commerce ☐ 460 Deportation		
& Enforcement of Judgment  151 Medicare Act	Slander □ 368 Asbestos Persona □ 330 Federal Employers' Injury Product	□ 640 R.R. & Truck □ 650 Airline Regs.	820 Copyrights 830 Patent	470 Racketeer Influenced and Corrupt Organizations		
☐ 152 Recovery of Defaulted	Liability Liability	☐ 660 Occupational	30 Patent 840 Trademark	▼ 480 Consumer Credit		
Student Loans (Excl. Veterans)	☐ 340 Marine PROPER ☐ 345 Marine Product ☐ 370 Other Fraud	Safety/Health 690 Other		☐ 490 Cable/Sat TV ☐ 810 Selective Service		
☐ 153 Recovery of Overpayment	Liability 371 Truth in Lending	LABOR	SOCIAL SECURITY	☐ 850 Securities/Commodities/		
of Veteran's Benefits  160 Stockholders' Suits	□ 350 Motor Vehicle □ 380 Other Personal □ 355 Motor Vehicle Property Damage	710 Fair Labor Standards Act	☐ 861 HIA (1395ff) ☐ 862 Black Lung (923)	Exchange  875 Customer Challenge		
☐ 190 Other Contract ☐ 195 Contract Product Liability	Product Liability		☐ 863 DIWC/DIWW (405(g)) ☐ 864 SSID Title XVI	12 USC 3410 ☐ 890 Other Statutory Actions		
☐ 196 Franchise	Injury	& Disclosure Act	☐ 865 RSI (405(g))	☐ 891 Agricultural Acts		
REAL PROPERTY  210 Land Condemnation	CIVIL RIGHTS PRISONER PETITIO		FEDERAL TAX SUITS  870 Taxes (U.S. Plaintiff	□ 892 Economic Stabilization Act □ 893 Environmental Matters		
☐ 220 Foreclosure ☐ 230 Rent Lease & Ejectment	☐ 442 Employment Sentence ☐ 443 Housing/ Habeas Corpus:	☐ 791 Empl. Ret. Inc. Security Act	or Defendant)  ☐ 871 IRS—Third Party	<ul><li>□ 894 Energy Allocation Act</li><li>□ 895 Freedom of Information</li></ul>		
240 Torts to Land	Accommodations   530 General		26 USC 7609	Act		
☐ 245 Tort Product Liability ☐ 290 All Other Real Property	<ul> <li>444 Welfare</li> <li>535 Death Penalty</li> <li>445 Amer. w/Disabilities -</li> <li>540 Mandamus &amp; Of</li> </ul>	IMMIGRATION her ☐ 462 Naturalization Application		☐ 900Appeal of Fee Determination Under Equal Access		
	Employment ☐ 550 Civil Rights ☐ 446 Amer. w/Disabilities - ☐ 555 Prison Condition	☐ 463 Habeas Corpus -		to Justice		
	Other	Alien Detainee  465 Other Immigration		950 Constitutionality of State Statutes		
	□ 440 Other Civil Rights	Actions				
🕱 1 Original 🗇 2 Re	an "X" in One Box Only) emoved from	Reonened anothe	Ferred from Grandistrict Grandi	iviagistrate		
	Cite the U.S. Civil Statute under which you a	re filing (Do not cite jurisdictiona	[V]	Judgment +		
VI. CAUSE OF ACTION	Brief description of cause: Fair Debt Collection Practices A	ct				
VII. REQUESTED IN			CHECK VES only	if demanded in complaint:		
COMPLAINT:	UNDER F.R.C.P. 23		JURY DEMAND:			
VIII. RELATED CAS	E(S) (See instructions): JUDGE		DOCKET NUMBER			
Explanation:			_			
8-8-11	1-1/	11 11	1			
	D Crais	Ihurkimme,				
DATE	I SIGNATURE O	# ATTORNEY OF RECORD				

## 

### UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to be assignment to appropriate calendar.	used by counsel to indicate the category of the case for the purpose of					
Address of Plaintiff: 127 Refrance Place Telferd	PA 18969					
Address of Defendant: 507 Prudentral Road, Harsham, PA 19041						
Place of Accident, Incident or Transaction:	1 19					
(Use Reverse Side For Ad						
Does this civil action involve a nongovernmental corporate party with any parent corporation and (Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a))	d any publicly held corporation owning 10% or more of its stock?  Yes No					
Does this case involve multidistrict litigation possibilities?	Yes□ No□					
RELATED CASE, IF ANY:						
Case Number: Judge	_ Date Terminated:					
Civil cases are deemed related when yes is answered to any of the following questions:						
1. Is this case related to property included in an earlier numbered suit pending or within one year	r previously terminated action in this court?					
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior su action in this court?	Yes□ No□ it pending or within one year previously terminated  Yes□ No□					
3. Does this case involve the validity or infringement of a patent already in suit or any earlier nu	imbered case pending or within one year previously					
terminated action in this court?	Yes No					
4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil rights	case filed by the same individual?  Yes No No					
CIVIL: (Place ✓ in ONE CATEGORY ONLY)	AND THE PROPERTY OF THE PROPER					
<ul> <li>A. Federal Question Cases:</li> <li>1. □ Indemnity Contract, Marine Contract, and All Other Contracts</li> </ul>	<ul><li>B. Diversity Jurisdiction Cases:</li><li>1. □ Insurance Contract and Other Contracts</li></ul>					
2. □ FELA	□ Airplane Personal Injury					
3. □ Jones Act-Personal Injury	3. □ Assault, Defamation					
4. □ Antitrust	4. □ Marine Personal Injury					
5. □ Patent	5. □ Motor Vehicle Personal Injury					
6. □ Labor-Management Relations	6. □ Other Personal Injury (Please					
0. Lauot-wanagement Relations	specify)					
7. □ Civil Rights	7. □ Products Liability					
8. □ Habeas Corpus	8. □ Products Liability — Asbestos					
9. □ Securities Act(s) Cases	9. □ All other Diversity Cases					
10 D Social Security Paview Cases	(Please specify)					
11. All other Federal Question Cases 15 USCS 1692 (Please specify)	(A least speedly)					
ARBITRATION CERTI	FICATION					
I. KUIG hor Im Me , counsel of record do hereby certify	:					
Pursuant to Local Civil Rule 53.2, Section 3(c)(2), that to the best of my knowledge and b	elief, the damages recoverable in this civil action case exceed the sum of					
\$150,000.00 exclusive of interest and costs;  Relief other than monetary damages is sought.						
DATE: 8-8-11 Cara her Kmmol	57100					
Attorney-at-Law  NOTE: A trial de novo will be a trial by jury only if there	Attorncy I.D.# e has been compliance with F.R.C.P. 38.					
I certify that, to my knowledge, the within case is not related to any case now pending or w	vithin one year previously terminated action in this court					
except as noted above.	V					
NEW 8-8-11 Comment	57100					
DATE: Attorney-at-Law	Attorney I.D.#					

CIV. 609 (6/08)

# IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

### CASE MANAGEMENT TRACK DESIGNATION FORM

Telephone	FAX Num	ber	E-Mail Address				
215-540-8888	877-78	8-2864	Kimmelo creditla	w. Com			
Date	Cruing Therek Attorney-a	[mme]	Elizabeth Gail Let Attorney for	Trechrane			
(f) Standard Management -	- Cases that do no	t fall into any o	ne of the other tracks.	( )			
(e) Special Management – commonly referred to a the court. (See reverse management cases.)	s complex and tha	t need special o	or intense management by	( )			
(d) Asbestos – Cases involving claims for personal injury or property damage from exposure to asbestos.							
(c) Arbitration – Cases required to be designated for arbitration under Local Civil Rule 53.2.							
(b) Social Security – Cases requesting review of a decision of the Secretary of Health and Human Services denying plaintiff Social Security Benefits. ( )							
(a) Habeas Corpus – Cases brought under 28 U.S.C. § 2241 through § 2255.							
SELECT ONE OF THE F	OLLOWING CA	SE MANAGE	MENT TRACKS:				
In accordance with the Civil Justice Expense and Delay Reduction Plan of this court, counsel for plaintiff shall complete a Case Management Track Designation Form in all civil cases at the time of filing the complaint and serve a copy on all defendants. (See § 1:03 of the plan set forth on the reverse side of this form.) In the event that a defendant does not agree with the plaintiff regarding said designation, that defendant shall, with its first appearance, submit to the clerk of court and serve on the plaintiff and all other parties, a Case Management Track Designation Form specifying the track to which that defendant believes the case should be assigned.							
NCC Financial Syst	ems, Inc	:	NO.				
V.	a recircino	:					
Elizabeth Gail L	a Topchrono	:	CIVIL ACTION				

(Civ. 660) 10/02

# IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

<i>'</i>
Case No.:
) ) COMPLAINT AND DEMAND FOR ) JURY TRIAL
)

#### **COMPLAINT**

ELIZABETH GAIL LATRECHIANO ("Plaintiff"), by her attorneys, KIMMEL & SILVERMAN, P.C., alleges the following against NCO FINANCIAL SYSTEMS, INC. ("Defendant"):

#### INTRODUCTION

1. Plaintiff's Complaint is based on the Fair Debt Collection Practices Act, 15 U.S.C. § 1692 et seq. ("FDCPA").

#### JURISDICTION AND VENUE

2. Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), which states that such actions may be brought and heard before "any appropriate United States district court without regard to the amount in controversy," and 28 U.S.C. § 1331 grants this court original jurisdiction of all civil actions arising under the laws of the United States.

- 3. Defendant conducts business and has an office in the Commonwealth of Pennsylvania; therefore, personal jurisdiction is established.
  - 4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).
  - 5. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.

#### **PARTIES**

- 6. Plaintiff is a natural person residing in Telford, Pennsylvania, 46220.
- 7. Plaintiff is a "consumer" as that term is defined by 15 U.S.C. § 1692a(3).
- 8. Defendant is a national debt collection company with its corporate headquarters located at 507 Prudential Road in Horsham, Pennsylvania, 19044.
- 9. Defendant is a "debt collector" as that term is defined by 15 U.S.C. § 1692a(6), and repeatedly contacted Plaintiff in an attempt to collect a debt.
- 10. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

#### PRELIMINARY STATEMENT

11. The Fair Debt Collection Practices Act ("FDCPA") is a comprehensive statute, which prohibits a catalog of activities in connection with the collection of debts by third parties. See 15 U.S.C. § 1692 et seq. The FDCPA imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and provides for specific consumer rights. 15 U.S.C. § 1692k. The operative provisions of the FDCPA declare certain rights to be provided to or

claimed by debtors, forbid deceitful and misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.

- 12. In particular, the FDCPA broadly enumerates several practices considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a "debt collector may not engage in any conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt." 15 U.S.C. § 1692d. Second, a "debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt." 15 U.S.C. § 1692e. And third, a "debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt." 15 U.S.C. § 1692f. The FDCPA is designed to protect consumers from unscrupulous collectors, whether or not there exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which harasses, oppresses or abuses any debtor, and any false, deceptive or misleading statements in connection with the collection of a debt.
- 13. In enacting the FDCPA, the United States Congress found that "[t]here is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors," which "contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy." 15 U.S.C. § 1692a. Congress additionally found existing laws and procedures for redressing debt collection injuries to be inadequate to protect consumers. 15 U.S.C. § 1692b.

14. Congress enacted the FDCPA to regulate the collection of consumer debts by debt collectors. The express purposes of the FDCPA are to "eliminate abusive debt collection practices by debt collectors, to insure that debt collectors who refrain from using abusive debt collection practices are not competitively disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses." 15 U.S.C. § 1692e.

#### **FACTUAL ALLEGATIONS**

- 15. At all relevant times, Defendant was attempting to collect an alleged consumer debt from Plaintiff.
- 16. The alleged debt at issue arose out of transactions, which were primarily for personal, family, or household purposes.
- 17. Beginning in or before July 2010 and continuing through September 2010, Defendant, its agents, employees, and servants, engaged in a course and pattern of conduct seeking and demanding payment of an alleged debt from Plaintiff.
- 18. Specifically, Defendant began contacting Plaintiff on her home, work and cellular telephones, seeking and demanding payment of a consumer debt allegedly owed to Capital One.
- 19. Defendant contacted Plaintiff on her home and cellular telephones, on average, at least two (2) times a day, causing her to receive ten (10) collection calls a week.
- 20. Plaintiff knew that it was Defendant contacting her as each time she answered the phone, Defendant identified itself as "NCO Financial Systems, Inc."
  - 21. In those instances where Defendant left messages on Plaintiff's home

answering machine or cellular telephone, Defendant identified itself as "NCO Financial Systems, Inc."

- 22. Not wanting to receive collection calls, Plaintiff made arrangements to make payments of \$50.00/month on the account with whom she believed to be the original creditor, Capital One.
- 23. Plaintiff agreed to allow the money to be automatically debited from her banking account.
- 24. Despite her attempts to make payments on the account, Plaintiff continued to receive collection calls from Defendant.
- 25. Additionally, Plaintiff disputes owing the amount on the alleged debt which Defendant sought to collect.
- 26. Plaintiff believes that the amount of the debt that Defendant sought to collect included collection fees, interest and other charges, which were beyond any amount that she had agreed to pay and not provided for under the terms and conditions of her credit card agreement.
- 27. Defendant, its employees and agents harassed the Plaintiff by making repeated and continuous calls to her home and cellular telephones in its attempts to collect a debt.
- 28. Moreover, Defendant intentionally wanted to harm Plaintiff and cause injury, stress, fear and humiliation, believing that to do so would substantially increase the likelihood of the debt being paid by Plaintiff.

#### CONSTRUCTION OF APPLICABLE LAW

- 29. The FDCPA is a strict liability statute. <u>Taylor v. Perrin, Landry, deLaunay & Durand</u>, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer need not show intentional conduct by the debt collector to be entitled to damages." <u>Russell v. Equifax A.R.S.</u>, 74 F. 3d 30 (2d Cir. 1996); <u>see also Gearing v. Check Brokerage Corp.</u>, 233 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status violated FDCPA); <u>Clomon v. Jackson</u>, 988 F. 2d 1314 (2d Cir. 1993).
- 30. The FDCPA is a remedial statute, and therefore must be construed liberally in favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit & Collection Services, Inc., 460 F. 3d 1162 (9th Cir. 2006). "Because the FDCPA, like the Truth in Lending Act (TILA) 15 U.S.C §1601 et seq., is a remedial statute, it should be construed liberally in favor of the consumer."

  Johnson v. Riddle, 305 F. 3d 1107 (10th Cir. 2002).
- 31. The FDCPA is to be interpreted in accordance with the "least sophisticated" consumer standard. See Jeter v. Credit Bureau, Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano v. Harrison, 950 F. 2d 107 (3<sup>rd</sup> Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc., 869 F.2d 1222 (9th Cir. 1988). The FDCPA was not "made for the protection of experts, but for the public that vast multitude which includes the ignorant, the unthinking, and the credulous, and the fact that a false statement may be obviously false to those who are trained and experienced does not change its character, nor take away its power to deceive others less experienced." Id. The least sophisticated

consumer standard serves a dual purpose in that it ensures protection of all consumers, even naive and trusting, against deceptive collection practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of collection notices. <u>Clomon.</u> 988 F. 2d at 1318.

# COUNT I DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

- 32. In its actions to collect a disputed debt, Defendant violated the FDCPA in one or more of the following ways:
  - a. Defendant violated of the FDCPA generally;
  - b. Defendant violated § 1692d of the FDCPA by harassing Plaintiff in connection with the collection of an alleged debt;
  - c. Defendant violated § 1692d(5) of the FDCPA, when it caused the Plaintiff's telephone to ring repeatedly or continuously with the intent to harass, annoy or abuse Plaintiff;
  - d. Defendant violated § 1692e of the FDCPA by using false, deceptive, or misleading representations or means in connection with the collection of a debt;
  - e. Defendant violated § 1692f of the FDCPA by using unfair and unconscionable means with Plaintiff to collect or attempt to collect a debt;
  - f. Defendant acted in an otherwise deceptive, unfair and unconscionable manner and failed to comply with the FDCPA.

WHEREFORE, Plaintiff, ELIZABETH GAIL LATRECHIANO, respectfully prays for a judgment as follows:

- a. All actual compensatory damages suffered pursuant to 15 U.S.C. §
   1692k(a)(1);
- b. Statutory damages of \$1,000.00 for the violation of the FDCPA pursuant to 15 U.S.C. § 1692k(a)(2)(A);
- c. All reasonable attorneys' fees, witness fees, court costs and other litigation costs incurred by Plaintiff pursuant to 15 U.S.C. § 1693k(a)(3); and
- d. Any other relief deemed appropriate by this Honorable Court.

#### **DEMAND FOR JURY TRIAL**

PLEASE TAKE NOTICE that Plaintiff, ELIZABETH GAIL LATRECHIANO, demands a jury trial in this case.

RESPECTFULLY SUBMITTED,

DATED: 8-8-11

KIMMEL & SILVERMAN, P.C.

By: CTK 3654

Craig T. Kimmel
Attorney ID #57100
Kimmel & Silverman, P.C.

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